



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

HELPDESK TECHNICIAN (COMPUTER INFORMATION TECHNOLOGIST II)

The Missouri Public Service Commission is seeking a self-directed, detail-orientated individual to join our Information Services team as a Helpdesk Technician. The Computer Information Technologist II position is based in our Jefferson City Office with occasional travel to our St. Louis or Kansas City Offices.

This position will be responsible for supporting the agency's information systems in an Active Directory network environment. Duties include maintenance, testing and troubleshooting systems to include the agency's databases and its Electronic Filing and Information System (EFIS). This position will also perform systems analysis, design, installation, setup, and repair and maintenance of agency computers and network systems in a LAN/WAN environment.

QUALIFICATIONS: One year of professional and technical computer information technology systems experience, and graduation from an accredited four year college or university with at least fifteen (15) semester hours of computer science, computer information systems or closely related data processing courses required. Additional computer information technology systems experience such as computer programming, systems analysis, and design or work with primary responsibility for the configuration for computer hardware and software or closely related area may be substituted on a year-for-year basis for educational requirements. The successful candidate will have a working knowledge of NT, Active Directory, network topologies, Microsoft Office Suite, Web-based applications, Support Magic Helpdesk, network printers plus knowledge of general operating systems, principles and capabilities of client/server environments and related data processing equipment. Knowledge in management analysis, computer programming, and electronic document management systems desirable. A+ certification highly desirable. Ability to work harmoniously with staff, establish and maintain good working relationships and communicate effectively with end users a must. Must have a customer-focused attitude.

Starting salary range is \$33,794 - \$36,444, commensurate with education and experience. Please send application, resume, transcripts and one or two page technical writing sample before **November 12, 2004** to the Missouri Public Service Commission, Human Resources, **Reference # AD041104**, P.O. Box 360, Jefferson City, Missouri 65102.

"An Equal Opportunity Employer M/F/D/V"